

# Institute of Certified Professional Managers (ICPM)

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The Certified Manager examinations measure knowledge in 28 competency areas, divided into three distinct tests:

- **MANAGEMENT SKILLS I: Foundations of Management** - (120 questions, 120 minutes allowed) includes communication, creativity, and time management.
  - I. **Management Concepts** assesses the candidate's understanding of fundamental principles of management and essential elements of the job of the modern manager, including the roles and skills of the professional manager, professionalism and ethics, social responsibility, and career planning.
  - II. **The Management Environment** measures the candidate's understanding of external and internal environmental factors that profoundly affect the modern practice of management and the success of organizations. Chief among these are communication channels and techniques, business law and governmental regulations, economics and finance, and techniques for promoting creativity in organizations.
  - III. **The Organizing Process** measures essential knowledge of organizing, one of the fundamental managerial functions. The application of this knowledge enables managers to maximize the effectiveness and efficiency of their respective organizations. Among the topics surveyed are the essential elements of organizing, the process of delegation, and time management, as well as techniques for designing jobs and organizations and managing organizational change.
- **MANAGEMENT SKILLS II: Planning and Organizing** - (120 questions, 120 minutes allowed) includes planning, decision making, organization, staffing, and control.
  - I. **The Planning Process** is a comprehensive assessment of the candidate's understanding of planning, one of the fundamental managerial functions. Topics surveyed include the development of plans and goals, types of plans and their purposes, decision-making, and planning tools and techniques.
  - II. **The Control Process** assesses the candidate's understanding of controlling, one of the fundamental managerial functions, including the elements of control, types of controls, and steps in the control process. Quality improvement methods, including Total Quality Management and operations management, are also examined, as is the increasingly important task of managing information systems.

- **MANAGEMENT SKILLS III: Leading and Controlling** - (120 questions, 120 minutes allowed) includes problems relating to leadership, group dynamics, labor relations, change, and motivation.
  - I. The Leading Process** assesses the candidate's understanding of leading, one of the fundamental managerial functions. Among the topics surveyed are leadership theories and styles and the manager's role as leader, as well as the important leadership function of conflict management.
  - II. Human Resources Management** assesses a candidate's understanding of concepts and skills necessary for the management and development of human resources. Topics surveyed include hiring practices and techniques, basics of employment law, techniques for training and developing employees such as mentoring and coaching, and the performance evaluation process.
  - III. Behavior and Motivation** measures the candidate's understanding of basic human behavior and how to modify behavior in a way that maximizes organizational productivity along with individual job satisfaction. Topics surveyed include motivation theories and techniques, proper use of discipline, basic psychology, and managing change from a human, rather than an organizational perspective.
  - IV. Managing Work Groups and Teams** measures the candidate's understanding of the dynamics of groups and working effectively in and with teams. Topics include characteristics of individuals in groups, group dynamics, stages of group development, types of teams, and providing effective team leadership.

<b><u>Type of Certification</u></b>	<b><u>Examination Date</u></b>	<b><u>Registration Date</u></b>	<b><u>Fees</u></b>	<b><u>DEPH Chapter</u></b>
Certified Manager	Tests given on demand	30 days prior to test date	\$ 75 Application fee \$285 Exam Fees \$535 Discounted Bundle Fee (includes application, exam, and study material fees)	